



Governor's 2-1-1 Council

Meeting: March 3, 2004 (10:00 A.M.)

Subject: Meeting Notes

I. Attendance

All Council members or their representatives were present.

II. Opening Comments – Chris Cummiskey, Director (Government Information Technology Agency (GITA))

The Governor has established this Council, which is cabinet driven, and the Community Advisory Committee, which is stakeholder driven, to develop the 2-1-1 system. We anticipate an RFP representing Phase I to be ready for release in May. This is the group that will be making decisions on the 2-1-1 piece of the homeland security puzzle. GITA, the Department of Homeland Security and the Governor's Office of Children, Youth and Families (GOCYF) are working together to establish a framework for this initiative.

III. Presentations

1. 2-1-1 Overview, Goals and Benefits – Keely Varvel, Deputy Director, GOCYF
2. Support for Homeland Security – Lauren Wikle, Governor's Office of Homeland Security
3. Roles & Responsibilities; Current Activities – DJ Harper, Communication and Outreach Manager, GITA

IV. Discussion

- A. Council Question (Director Eden (DHS)) – How many people are on the Community Advisory Committee?

Response (Mr. Harper) –There are ten members of the committee. The members represent a cross section of state entities providing information referral services, including local government, Information & Referrals (I&Rs), entities funding I&Rs, tribal representatives, etc. We will send the Council a list of the Advisory Committee members when it is finalized.

B. Council Question (Director Rodgers (AHCCCS)) – Is there an infrastructure vision in the strategic plan? Is there a target or timeline in the strategic plan? Is there a cost estimate?

Response (Lisa Meyerson, Statewide Projects Manager, GITA) – An infrastructure report will be available on the internet by the end of the week. Infrastructure will become very important in Phase two. Phase two timelines are very tentative until we have clear decisions from the Council. Detailed cost estimates are being developed separately. Detailed costs were originally to be included in the strategic plan but their inclusion slowed down development of the strategic plan so detailed costs were removed. Phase one costing is being developed for inclusion in the Project Investment Justification (PIJ); there have been funds designated for Phase One development. Detailed costing for Phase 2 will be developed once Phase 1 is under way and reviewed in detail by the Council before decisions on how to proceed are made.

C. Council Question (Director Rodgers) – It would be helpful to understand our model. Are we talking about virtual call centers or actual physical call centers? There is a lot of money currently going into call centers that should be analyzed.

Response (Director Cummiskey) – Phase one is a much more defined piece of the 2-1-1 project. We did not want to make too many Phase Two decisions until the Governor's Council had an opportunity to meet and debate these issues. Once Phase 1 is well under way, detailed Phase two planning can be undertaken.

D. Council Comment (Director Glow (GOCYF)) – Based on community feedback a decentralized call center approach is preferred.

E. Council Comment (Director Rodgers) -- In terms of design, we should not be locked in too early before we have a vision.

F. Council Question (Director Glow) – In terms of the RFP, is the council going to have an opportunity to review that document?

Response (Director Cummiskey) – Yes. There are three tasks on the Council's agenda in the next 60 days, namely; review and comment on the Strategic Plan, the PIJ and the RFP.

G. Council Question (Director Berns (DES)) – Are we envisioning that the call centers be staffed by volunteers or professionals?

Response (Ms. Varvel) – At this point, that decision is wide open.

H. Council Comment (Director Rodgers) – Volunteers can be used as first level assistance and trained employees can be used for more difficult questions and issues. This is called staging calls based on complexity. This decision will affect the infrastructure. This model is cheaper because, instead of having well trained employees handling easy calls, the State could have volunteers taking those calls.

I. Council Comment (Director Mendez (ADOT)) – Once we have a look at the strategic plan that will help us (the Council) to understand our charge better.

Request: (Ms. Meyerson) - If there are people on your staff that would have expertise on subjects under consideration by the Council, please have them contact DJ Harper. He will give his business card to each of the Council members in attendance. We would like to collaborate with these members of your staff and incorporate as many of their good ideas into our work product as we can before it is presented to the Council for consideration.

V. Concluding Remarks -- Director Cummiskey

A. The 2-1-1 website, <http://www.az211.gov/>, is the repository for all 2-1-1 documents and goes live on Monday, March 08, 2004.

B. The next Council meeting will be held on April 7, 2004 at 10:00 AM after the cabinet meeting.